

From: Linda Simpson
Sent: May 4, 2005 10:33 AM
To: Regional Clerk
Subject: Customer Service

Attention:

Mike Garrett, CAO
C/o Regional Clerk

Dear Mr. Garrett:

I was employed in the municipal sector for many years and had the pleasure of working for an organization that promoted customer service and believed in it. I assumed that all municipalities encouraged the same behaviour. Since joining the private sector I have had that assumption corrected. I am often dismayed at the way municipal staff treat customers and taxpayers.

York Region has been the exception. In my dealings with three of your staff on separate occasions and for different purposes I have received excellent service. Sean Hertel, Jamal Ahmed and Paul Ham have been extremely helpful and responsive.

Yours truly,

L. Simpson

LSA - L. Simpson Associates